



## **Introduction to the Remedy-TIBCO API**

*Version 1.1, March 2011*

### **Overview**

The Remedy-TIBCO API allows external systems to query, create and update incidents in the CIT Remedy system. The interface also allows for the querying of customer information, and updating this information for non-NED records.

The API itself is a web service accessed via a URL link to the CIT-provided WSDL. Many software packages can consume the WSDL link directly and display the various operations and parameters available to the developer. Most web browsers if pointed at a WSDL will provide a full (if rather confusing) XML dump of the interface.

The appendices to the documentation provide a list of the fields available through the API.

### **Types of Integrations**

Though integrations can take many forms, the vast majority will fall into one of two categories.

The first category is the create-only type in which the customer application simply creates an incident in the ISSS form for certain actions, such as a request to configure a laptop for a new employee entering on duty. This requires that the developer make a call to the OpCreate action only.

The second category, which is more complex, is a real-time integration. Such an integration of the ISSS with an outside ticketing system requires the developer to potentially build against all of the 5 interfaces exposed by TIBCO, OpCreate, OpSet, OpGetList, OpGet and OpGetAttachments. An overview of such an integration would look like the following:

In the first step, you extract the appropriate data from the Remedy server into your own system and then update the status of the ticket to indicate it has been checked out.

In the second step, you perform whatever processing you wish on your own computer systems and servers.

In the third step you update and/or close the ticket.

So that NIH Service Desk staff can be kept appraised of the progress of tickets within the ICs (in case we receive follow-up calls from customers) we ask that ICs update the associated incident every time they update their own ticket.

## Interconnection Agreements

Before development can begin, an interconnection agreement must be ratified between CIT and the federal owner of the system or systems to be integrated. Once the agreement is signed, full documentation, access to the test environment and access to the wiki will be provided.

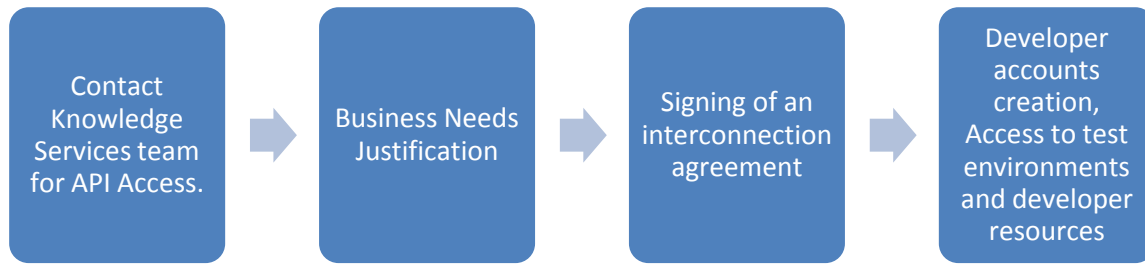


Figure 1: API Account Setup Procedure

## Development Environment

A full pre-production development environment is available. Applications should be fully vetted against the development environment before being deployed against the production server.

## Support

The Knowledge Services Team provides support for the API via a wiki forum format that is monitored by technical staff.

## Sample SOAP Call

Below is a sample SOAP call to query for a list of tickets, and the returned data.

```

<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:urn="urn:TIBCO_ITIL_ServiceDesk">
  <soapenv:Header/>
  <soapenv:Body>
    <urn:OpGetList>
      <!--You may enter the following 4 items in any order-->
      <urn:AuthenticationInfo>
        <urn:userName>api_username</urn:userName>
        <urn:password>api_password</urn:password>
      </urn:AuthenticationInfo>
      <!--Optional:-->
      <urn:Qualification>'Group' = "Service Desk" and 'Status' =
"New"</urn:Qualification>
      <!--Optional:-->
      <urn:maxLimit>2</urn:maxLimit>
      <!--Optional:-->
      <urn:startRecord>1</urn:startRecord>
    </urn:OpGetList>
  </soapenv:Body>
</soapenv:Envelope>

```

## Returned Data

```

<SOAP-ENV:Envelope xmlns:SOAP
ENV="http://schemas.xmlsoap.org/soap/envelope/">
  <SOAP-ENV:Body>
    <ns0:OpGetListResponse xmlns:ns0="urn:TIBCO_ITIL_ServiceDesk">
      <ns0:getListValues>
        <ns0:API_Status>Update pending</ns0:API_Status>
        <ns0:Assignee/>
        <ns0:Case_ID>0000000009</ns0:Case_ID>
        <ns0:Category>Application</ns0:Category>
        <ns0:Create_Date>2008-12-05T14:48:30-05:00</ns0:Create_Date>
        <ns0:Group>Service Desk</ns0:Group>
        <ns0:Item>IMAC</ns0:Item>
        <ns0:Modified_Date>2008-12-12T14:18:36-05:00</ns0:Modified_Date>
        <ns0:Priority>Critical</ns0:Priority>
        <ns0:Record_Type>Support Request</ns0:Record_Type>
        <ns0:Requester-NED_ID>0010102478</ns0:Requester-NED_ID>
        <ns0:Requester-Name>Marsh, Geoffrey N</ns0:Requester-Name>
        <ns0:Requester-Unit>CIT</ns0:Requester-Unit>
        <ns0:Short_Description>Customer needs
assistance.</ns0:Short_Description>
        <ns0:Source>Phone</ns0:Source>
        <ns0:Status>New</ns0:Status>
        <ns0:Type>ADB</ns0:Type>
        <ns0:VIP/>
      </ns0:getListValues>
    </ns0:OpGetListResponse>
  </SOAP-ENV:Body>
</SOAP-ENV:Envelope>

```

```

<ns0:getListValues>
  <ns0:API_Status>None</ns0:API_Status>
  <ns0:Assignee/>
  <ns0:Case_ID>0000035735</ns0:Case_ID>
  <ns0:Category>Application</ns0:Category>
  <ns0:Create_Date>2008-12-23T10:16:24-05:00</ns0:Create_Date>
  <ns0:Group>Service Desk</ns0:Group>
  <ns0:Item>IMAC</ns0:Item>
  <ns0:Modified_Date>2008-12-23T10:16:24-05:00</ns0:Modified_Date>
  <ns0:Priority>Medium</ns0:Priority>
  <ns0:Record_Type>Support Request</ns0:Record_Type>
  <ns0:Requester-NED_ID>0010102478</ns0:Requester-NED_ID>
  <ns0:Requester-Name>Marsh, Geoffrey N</ns0:Requester-Name>
  <ns0:Requester-Unit>CIT</ns0:Requester-Unit>
  <ns0:Short_Description>Can not log into
ADB.</ns0:Short_Description>
  <ns0:Source>Phone</ns0:Source>
  <ns0>Status>New</ns0>Status>
  <ns0>Type>ADB</ns0>Type>
  <ns0:VIP/>
</ns0:getListValues>
</ns0:OpGetListResponse>
</SOAP-ENV:Body>
</SOAP-ENV:Envelope>

```

**For further information:**

Knowledge Services Team, DCS/CIT/NIH  
*citsupporttech@mail.nih.gov*